

system and local area network (e.g. fax, e-mail, LAN-data, etc.). However, Staples is primarily concerned with providing the ability to receive home telephone calls on the same communication line used for the virtual presence connection to the corporate office.

In Staples, a virtual presence server is located at the corporate office (see Fig. 1). The virtual presence server does all the call forwarding operations for the remote user - e.g. all calls to the remote user's office number are directed to the virtual presence server and then routed by the virtual presence server to the user's home telephone, which has to be connected to the user's remote computer system (see col. 25, line 39 - col. 25 line 45). The calls to the user's home telephone are directed to the virtual presence server, too, and then routed by the virtual presence server to the user's home telephone while the user is connected to the corporate office (see abstract; col. 26, line 40 - col. 26 line 51). Consequently, the system in Staples provides remote and transparent telephony and data access to the corporate office PBX and LAN (see col. 2, line 20 - line 35).

In comparison, Borst involves a method of routing calls in an automatic call distribution network. Specifically, the invention pertains generally to automatic call distribution (ACD) systems (e.g. call centers, telemarketing systems, etc.) and with the routing of calls among such systems. Borst describes an ACD network which includes a plurality of ACD systems interconnected with each other and via PSTN or some other communication network with the calling and/or called parties. The PSTN includes one or more conventional call locators which tell the switching nodes which ACD call to route to one of the ACD systems, but the network does not know about the status of the individual ACD system. In case an ACD call cannot be routed to a certain ACD systems (e.g. the ACD systems is overloaded), the alternate destination redirection feature (ADR) of the telephone switching systems is used. The ADR feature identifies another ACD system as the alternative destination for calls of an individual call type rejected by an individual ACD system (see col. 1, line 48 - line 67).

Further, Borst involves the problem that so called "post-route" ACD system are on the one hand very high-quality routing decisions can be made, but on the other hand the re-routing of a call to a different ACD system generates a lot of network traffic (see col. 1, line 29 - line 38). Borst therefore combines the ADR feature of the switching system with the benefits of a so called "pre-route" routing architecture in a network ACD (see col. 1, line 41 - line 48; and col. 3, line 13 -line 16).

Accordingly, Staples and Borst involve two totally completely different systems and involve two totally different problems. Specifically, Staples involves a method for the re-routing of calls to the user's private telephone - whether the caller dials the home or the corporate telephone number of the user - by a virtual presence server (only incoming calls are re-directed) and pertains generally to Remote Access for one or more remote users to their corporate office. On the other hand Borst involves routing and distributing calls in an ACD network consisting of several ACD systems - and the method uses the ADR feature of the telephone switching systems to implement a "post-route" architecture having the benefits of a "pre-route" architecture in a network ACD. Accordingly, Staples and Borst pertain to completely different systems and different problems.

In support of the combination the Examiner simply states that "it would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the teachings of Borst into the teachings of Staples for the purpose of saving cost for maintaining one database in the network over maintaining each individual database in each ACD." The motivation for combining references must come from the references themselves or from another reference of record. The Examiner has not supported this combination on the record as required. In addition, because Borst and Staples involve completely different systems, it is unclear how these two systems could even be combined.

Additionally, the claimed invention claims a method for redirection of telecommunications links, in which a telecommunications link which is set up to a first telecommunication connection (e.g. the user's corporate telephone) is automatically re-routed to a second telecommunications connection (e.g. the user's private telephone) within the public telecommunications network.

Therefore, the re-direction of the telecommunications link to the second telecommunications connection is done by a public switching center of the public telecommunication network. The first telecommunications connection is connected either directly to the public switching center or the PBX in which the first telecommunications connection is a connection is connected to the public switching center (as stated in claim 3). Calls to the user's private telephone are never re-directed.

In order to make the private telephone numbers (of the second telecommunications connection) not apparent to a caller who is re-directed, the first as well as the second public switching center, to which the respective telecommunications connection are connected (see Fig. 3 of our patent application), have storage devices, in which the connection identification of the first telecommunications connection, of the connection identification of the second telecommunications connection and status information, can be stored. Since neither Staples nor Borst involve the system or problem identified by applicants, it would not be obvious to combine aspects of Staples and Borst together or with any other reference to achieve the claimed invention.

In view of the above, each of the presently pending claims in this application is believed to be in immediate condition for allowance. Accordingly, the Examiner is respectfully requested to withdraw the outstanding rejection of the claims and to pass this application to issue. If it is determined that a telephone conference would expedite the prosecution of this application, the Examiner is invited to telephone the undersigned at the number given below.

In the event the U.S. Patent and Trademark Office determines that an extension and/or other relief is required, applicants petition for any required relief including extensions of time and authorizes the Commissioner to charge the cost of such petitions and/or other fees due in connection with the filing of this document to **Deposit Account No. 03-1952** referencing docket no. **449122024700**.

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Respectfully submitted,

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